

Virginia Interagency ADR Council Pilot Presentations

ADR PROGRAM
FOR
BOARD OF ACCOUNTANCY (“BOA”)
June 29, 2005

Pilot Overview

■ GOALS:

To offer complainants and regulants an alternate way to resolve disputes

To save time and money for the Agency

■ PARTICIPANTS

Coaches – Carol Mitchell & Duane Shockley

Dispute Resolution Coordinator – Jean Grant

Executive Director – Nancy Feldman

BOA Enforcement Committee

Assistant Attorney General – Howard Macrae

Steps Taken

- DRC and coaches met to review and discuss the Coaching Team Agreement, expectations/goals of pilot
- Coaches met with Executive Director of BOA & the DRC to share information, sample templates, etc
- Coaches met with members of the BOA's Enforcement Committee & its Assistant Attorney General
- DRC worked with BOA to establish criteria

Supporting Conditions & Challenges

SUPPORTING CONDITIONS & IMPACT

- Increase in use of Informal Fact Finding Conferences involving minor
- Increase costs & use of resources

CHALLENGES & SOLUTIONS

- Establishing criteria for the ADR program to obtain the BOA'S approval.

Implementing the New ADR Process

HOW IT WORKS

- DCR reviews and submits qualifying cases for consideration to the Enforcement Committee
- Offer Parties the Process
- Assign Volunteer Neutral
- Schedule mediation

ROLL OUT TO STAKEHOLDERS

- The process was presented to the Enforcement Committee, approved with a slight modification, then presented to the Full Board and unanimously approved.

Results Produced

- The program has not been tested to determine its effectiveness.
- The BOA believes this program will give the parties involved in a dispute an opportunity to create better solutions that will ultimately save the Board time and the expense associated with an investigation and other hearings.

Lessons Learned

- The program must be specifically tailored for each agencies' needs
- Buy-in must be obtained from the top
- Patience

